



ENG201 QUIZ(2)

Lecture: 17 to 20

RIZ MUGHAL **SQA ENGINEER:**

I'm providing 100% correct quiz solution.

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Question # 1 of 10 (Start time: 10:51:23 AM, 16 June 2021)

In which direction does communication flow in a formal communication network?

Select the correct option

- | | |
|----------------------------------|----------------------------------|
| <input type="radio"/> | upward |
| <input type="radio"/> | Horizontal |
| <input checked="" type="radio"/> | Horizontal, downward, and upward |
| <input type="radio"/> | downward |

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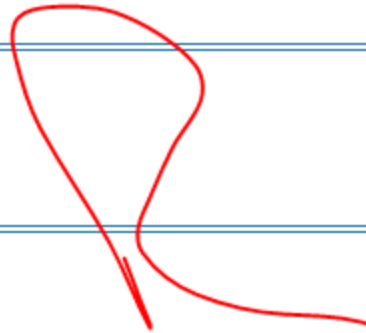
Question # 2 of 10 (Start time: 10:51:45 AM, 16 June 2021)

Orders are considered one of the simplest types of _____.

Select the correct option

- | | |
|----------------------------------|-----------------------|
| <input type="radio"/> | controversial request |
| <input checked="" type="radio"/> | direct request |
| <input type="radio"/> | indirect request |
| <input type="radio"/> | firm request |

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Question # 3 of 10 (Start time: 10:52:04 AM, 16 June 2021)

Use the indirect approach when the audience is

Select the correct option

- | | |
|----------------------------------|------------------------|
| <input type="radio"/> | pleased and interested |
| <input checked="" type="radio"/> | displeased |
| <input type="radio"/> | neutral |
| <input type="radio"/> | interested and willing |

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Question # 4 of 10 (Start time: 10:52:22 AM, 16 June 2021)

What is the first step in using the indirect plan?

Select the correct option

- | | |
|----------------------------------|--|
| <input type="radio"/> | All of the above |
| <input checked="" type="radio"/> | Put the audience in an accepting mood |
| <input type="radio"/> | Reasons supporting the negative decision |
| <input type="radio"/> | A helpful, friendly, and positive close |
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Question # 5 of 10 (Start time: 10:52:40 AM, 16 June 2021)

Choose the best option:
The main idea of a business message is usually _____ which is/are concisely stated.

Select the correct option

- none of the above
- more than one idea
- both of the above
- one idea

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Question # 6 of 10 (Start time: 10:52:59 AM, 16 June 2021)

An indirect organizational plan is a technical way to express a bad news and helps us to avoid a _____.

Select the correct option

- negative decision
- blunt no
- fair decision
- buffer

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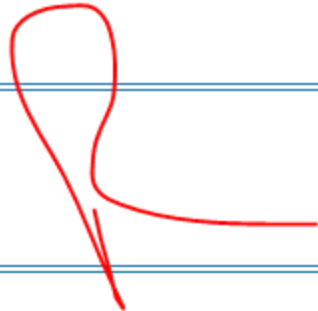


Question # 7 of 10 (Start time: 10:53:16 AM, 16 June 2021)

Choose the correct option.

The _____ of an order letter is to provide the vendor with detailed instructions for fulfilling an order.

Select the correct option

- | | |
|----------------------------------|-----------|
| <input checked="" type="radio"/> | objective |
| <input type="radio"/> | claim |
| <input type="radio"/> | method |
| <input type="radio"/> | way |
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Question # 8 of 10 (Start time: 10:53:35 AM, 16 June 2021)

One of the two basic purposes of business communication is to ----- information.

Select the correct option

<input type="radio"/>	confuse
<input checked="" type="radio"/>	convey
<input type="radio"/>	withhold
<input type="radio"/>	all of the above

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Question # 9 of 10 (Start time: 10:53:53 AM, 16 June 2021)

Adjustment letter is a letter in answer to a _____ letter. The answer may either be a refusal or a grant.

Select the correct option

- job application
- acceptance
- complaint
- transmittal

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Question # 10 of 10 (Start time: 10:54:10 AM, 16 June 2021)

Total Marks

A/An ----- letter is a letter in answer to a complaint letter. The answer may either be a refusal or a grant.

Select the correct option

- Transmittal
- Claim
- Credit
- Adjustment

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2nd account

Question # 1 of 10 (Start time: 11:44:56 AM, 16 June 2021)

Total Marks: 1

Whether written or oral, ----- messages begin with a clear statement of the main idea, clarify any necessary details and end with a courteous close.

Select the correct option

- negative
- biased
- positive
- neutral

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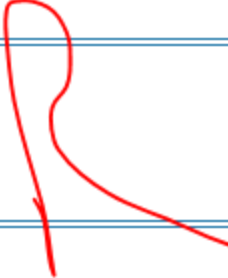


ENG201:Quiz 2

Question # 2 of 10 (Start time: 11:45:22 AM, 16 June 2021)

Adjustments are also called _____

Select the correct option

- | | |
|----------------------------------|--------------------|
| <input type="radio"/> | formal claims |
| <input type="radio"/> | formal complaints |
| <input type="radio"/> | formal settlements |
| <input checked="" type="radio"/> | claim settlements |
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- 

Question # 3 of 10 (Start time: 11:45:41 AM, 16 June 2021)

Total Marks

'HKB's store managers are certainly interested in helping Levi's increase sales, just as distributors are interested in filling the HKB order'
Above statement is an example of _____.

Select the correct option

- indirect request
- direct request
- vague request
- request for assessment

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Question # 4 of 10 (Start time: 11:46:04 AM, 16 June 2021)

Choose the best option:

The main idea of a business message is usually _____ which is/are concisely stated.

Select the correct option

- | | |
|----------------------------------|--------------------|
| <input type="radio"/> | none of the above |
| <input type="radio"/> | more than one idea |
| <input checked="" type="radio"/> | one idea |
| <input type="radio"/> | both of the above |

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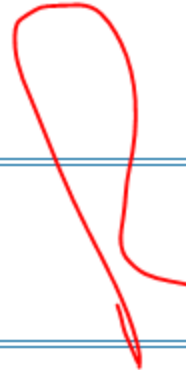
Question # 5 of 10 (Start time: 11:46:21 AM, 16 June 2021)

The return address in a letter represents _____.

Select the correct option

- | | |
|----------------------------------|---------------------------------|
| <input type="radio"/> | the person mailing the letter |
| <input checked="" type="radio"/> | the person writing the letter |
| <input type="radio"/> | the person receiving the letter |
| <input type="radio"/> | the company it is mailed from |

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Question # 6 of 10 (Start time: 11:46:38 AM, 16 June 2021)

When placing _____, you don't need to excite your reader's interest; just state your needs clearly and directly.

Select the correct option

- | | |
|----------------------------------|---------|
| <input type="radio"/> | appeal |
| <input type="radio"/> | request |
| <input checked="" type="radio"/> | order |
| <input type="radio"/> | demand |

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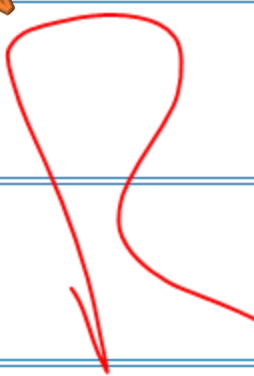
Question # 7 of 10 (Start time: 11:46:55 AM, 16 June 2021)

Choose the correct option.
To decode a message is to:

Select the correct option

- | | |
|----------------------------------|---------------------------|
| <input type="radio"/> | Reject a message |
| <input type="radio"/> | Translate ideas into code |
| <input checked="" type="radio"/> | Interpret a message |
| <input type="radio"/> | Evaluate a message |

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Question # 8 of 10 (Start time: 11:47:11 AM, 16 June 2021)

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'Customer services' is the department of an organization that responds to inquiries or complaints from customers of that organization.

Select the correct option

<input type="radio"/>	False
<input checked="" type="radio"/>	True

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Question # 9 of 10 (Start time: 11:47:29 AM, 16 June 2021)

Which of the following is the first and the most essential step in writing bad news messages?

Select the correct option

- Emphasizing the positive aspects
- Deemphasizing the bad news
- Buffer
- Giving reasons for the bad news

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Question # 10 of 10 (Start time: 11:47:44 AM, 16 June 2021)

Application letters are usually just one page and consist of sections.

Select the correct option

- four
- five
- three
- two

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3rd account

ENG201:Quiz 2

Question # 1 of 10 (Start time: 11:49:03 AM, 16 June 2021)

Customer service correspondence occurs in ___ format.

Select the correct option

- | | |
|----------------------------------|------------------------|
| <input type="radio"/> | phone call |
| <input type="radio"/> | video tape |
| <input type="radio"/> | video conferencing |
| <input checked="" type="radio"/> | letterhead or postcard |

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Question # 2 of 10 (Start time: 11:49:20 AM, 16 June 2021)

Choose the best option:
The main idea of a business message is usually _____ which is/are concisely stated.

Select the correct option

- more than one idea
- both of the above
- none of the above
- one idea

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Question # 3 of 10 (Start time: 11:49:36 AM, 16 June 2021)

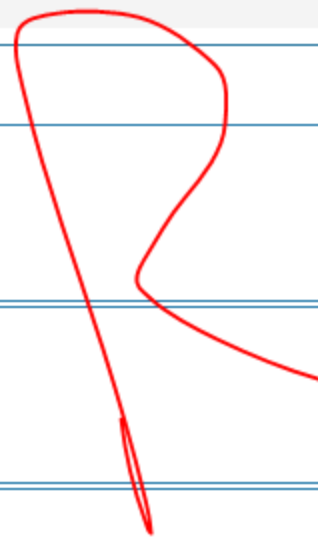
Total Marks

The purpose of giving complete _____ is to ensure that the audience has no confusion or lingering doubt about the message.

Select the correct option

- all of the above
- courteous close
- supporting details
- buffer statement

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Question # 4 of 10 (Start time: 11:49:54 AM, 16 June 2021)

How many BLANK LINES do we leave for a signature in a personal business letter?

Select the correct option

- 2
- 4
- 1
- 3

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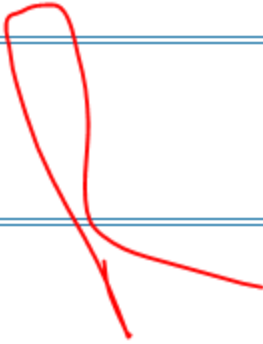


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Question # 5 of 10 (Start time: 11:50:09 AM, 16 June 2021)

The indirect plan consists of parts.

Select the correct option

- | | |
|----------------------------------|-------|
| <input type="radio"/> | five |
| <input checked="" type="radio"/> | four |
| <input type="radio"/> | three |
| <input type="radio"/> | two |
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Question # 6 of 10 (Start time: 11:50:27 AM, 16 June 2021)

Credit approvals mark the beginning of a business relationship with a

Select the correct option

- country
- company
- customer
- corporation

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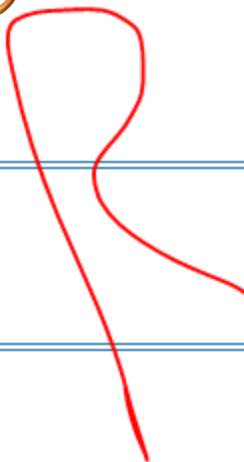
Question # 7 of 10 (Start time: 11:50:41 AM, 16 June 2021)

In the organization of a direct request the very first step is to state the _____.

Select the correct option

- | | |
|----------------------------------|-------------------------------------|
| <input type="radio"/> | cordial request for specific action |
| <input type="radio"/> | minor details |
| <input type="radio"/> | necessary details |
| <input checked="" type="radio"/> | main idea |

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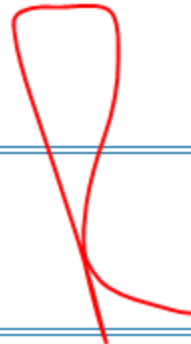
Question # 8 of 10 (Start time: 11:50:55 AM, 16 June 2021)

Which of the following is a part of an indirect plan?

Select the correct option

- A helpful, friendly, and positive close
- A buffer
- Reasons supporting the negative decision
- All of the above

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Question # 9 of 10 (Start time: 11:51:12 AM, 16 June 2021)

Bad news is not delivered directly as it falls under the category of _____ messages.

Select the correct option

- | | |
|----------------------------------|-------------------|
| <input type="radio"/> | none of the above |
| <input type="radio"/> | neutral |
| <input type="radio"/> | positive |
| <input checked="" type="radio"/> | negative |

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Question # 10 of 10 (Start time: 11:51:28 AM, 16 June 2021)

To encourage the future sale is one of the goals while answering request that involved no potential sale.

Select the correct option

<input type="radio"/>	True
<input checked="" type="radio"/>	False

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Thank you for watching ☺

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